

CLAIMS

Therefore, having thus described the invention, at least the following is claimed:

- 1 1. A method for providing support services for a plurality of programmable devices,
2 each of the plurality of programmable devices associated with a user, the method
3 comprising:
4 receiving user-specific data associated with one of the programmable devices and
5 the corresponding user;
6 storing the user-specific data associated with the programmable device and the
7 corresponding user;
8 receiving notification that a replacement programmable device for the
9 programmable device is needed by the user; and
10 configuring the replacement programmable device based on the user-specific data
11 associated with the programmable device and the corresponding user.
- 1 2. The method of claim 1, further comprising providing the replacement
2 programmable device to the user.

1 3. The method of claim 2, further comprising:

2 receiving the programmable device;

3 repairing the programmable device;

4 providing the repaired programmable device to the user and receiving the

5 replacement programmable device from the user.

1 4. The method of claim 3, further comprising receiving payment for providing the

2 support services to the user.

1 5. A programmable device that provides a user application and is configured to

2 communicate with a network, the programmable device comprising:

3 a processing device configured to control the operation of the programmable
4 device;

5 a user interface configured to enable a user to interact with the user application;

6 a network interface device configured to enable the programmable device to

7 communicate with the network; and

8 memory comprising the user application and logic configured to provide user-

9 specific data associated with the user application to the network, the user-specific data

10 comprising information capable of being used to configure a replacement programmable

11 device for the user.

- 1 6. The device of claim 5, wherein the programmable device is a laptop computer.
- 1 7. The device of claim 5, wherein the logic is further configured to enable the user to
2 customize the user-specific data provided to the network.
- 1 8. The device of claim 5, wherein the logic is further configured to provide the user-
2 specific data to the network in response to a request from the network.
- 1 9. The device of claim 5, further comprising a programming interface configured to
2 connect to and communicate with an external device which is adapted to program the
3 programmable device according to the user-specific data provided to the network.
- 1 10. The device of claim 5, wherein the network interface device is further configured
2 to enable the programmable device to be programmed according to the user-specific data
3 via the network.

1 11. A system for providing support services to a plurality of programmable devices,
2 each of the plurality of programmable devices associated with a user, the system
3 comprising:

4 means for receiving user-specific data associated with each of the plurality of
5 programmable devices and the corresponding user;

6 means for storing the user-specific data associated with each of the plurality of
7 programmable devices and the corresponding user;

8 means for receiving notification that a replacement programmable device for one
9 of the plurality of programmable devices is needed by the corresponding user; and

10 means for configuring the replacement programmable device based on the user-
11 specific data associated with the one of the plurality of programmable devices and the
12 corresponding user.

1 12. The system of claim 11, further comprising means for providing the replacement
2 programmable device to the corresponding user.

1 13. The system of claim 11, further comprising means for receiving payment for
2 providing the support services to the corresponding user.

1 14. A system for providing support services to a plurality of programmable devices,
2 each of the plurality of programmable devices associated with a user and configured to
3 connect to and communicate with the system via a network, the system comprising:
4 a processing device configured to control the operation of the system;
5 a network interface device adapted to communicate with each of the plurality of
6 programmable devices via the network; and
7 memory comprising logic configured to:
8 receive user-specific data associated with each of the plurality of programmable
9 devices and the corresponding user, the user-specific data comprising information capable
10 of being used to configure a replacement programmable device for the user;
11 store the user-specific data associated with each of the plurality of programmable
12 devices and the corresponding user; and
13 receive notification that a replacement programmable device for one of the
14 plurality of programmable devices is needed by the corresponding user.

1 15. The system of claim 14, wherein the logic is further adapted to configure the
2 replacement programmable device based on the user-specific data associated with the one
3 of the plurality of programmable devices and the corresponding user.

1 16. The system of claim 14, wherein the logic is further adapted to request that a
2 replacement programmable device be configured based on the user-specific data
3 associated with the one of the plurality of programmable devices and the corresponding
4 user and be provided to the corresponding user.

1 17. The system of claim 14, wherein each of at least a portion of the plurality of
2 programmable devices is a laptop computer.

1 18. A system for providing support services for a network supporting a plurality of
2 programmable devices, each of the plurality of programmable devices associated with a
3 user and configured to connect to and communicate with the network, the system
4 comprising:

5 a processing device configured to control the operation of the system;

6 a network interface device adapted to communicate with the network; and

7 memory comprising logic configured to:

8 receive user-specific data associated with one of the plurality of programmable
9 devices supported by the network and the corresponding user, the user-specific data
10 comprising information capable of being used to configure a replacement programmable
11 device for the user;

12 receive notification that a replacement programmable device for one of the
13 plurality of programmable devices supported by the network is needed by the
14 corresponding user; and

15 configure the replacement programmable device based on the user-specific data.

1 19. The system of claim 18, wherein the logic is further configured to submit a
2 request that the replacement programmable device be delivered to the corresponding user.

1 20. The system of claim 18, wherein each of at least a portion of the plurality of
2 programmable devices is a laptop computer.